

**DUTY STATEMENT  
DEPARTMENT OF MENTAL HEALTH  
PATTON STATE HOSPITAL**

**JOB CLASSIFICATION: COMMUNICATIONS OPERATOR**

**1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Work under general supervision in a 24-hour/365-day Communications Center following established policies and procedures in order to perform a variety of duties. Duties include operating a broad variety of telecommunications equipment; multi-frequency/channel radio system and equipment, which may include VHF and 800 MHz radio systems; 24-hour taping system; radio scanning system; and California Law Enforcement Telecommunications System (CLETS). Maintain confidentiality as required by HIPAA, CLETS, Administrative Directives and department policies.

90% **Operate the Startel console handling all incoming and outgoing calls for the hospital. Monitor three hospital radio frequencies. Perform dispatch functions for the Hospital Police Department and maintain CAD entries of all radio traffic. Make contacts as needed for both emergency response agencies and law enforcement. Responsible to process CLETS information and disseminate to proper personnel. Monitor radio traffic and report all pertinent information to the hospital police officers. Monitor the fire and security alarm systems; complete notifications and responses as appropriate. Handle medical and emergency calls, notifying proper authorities; and implement emergency procedures when applicable. Make contacts as needed for both emergency response agencies and law enforcement. Locate hospital personnel using in-house paging, pagers, cellular phones, or the radio. Conduct annual fire and disaster drills. Activate and deactivate patient telephones**

10% **Document in the CAD (Computer Assisted Dispatch) system all special incidents, emergencies, and any pertinent information. Advise and instruct hospital staff on the proper use of radios. Handle special key control, after hour state vehicle check-in/out and Health and Safety Fitness Center.**

**2. SUPERVISION RECEIVED**

Communications Operators work directly under the supervision of the Communications Supervisor.

**3. SUPERVISION EXERCISED**

None.

#### **4. KNOWLEDGE AND ABILITIES**

##### **Knowledge of:**

- Radio procedures and basic law enforcement codes and regulations.
- Alphanumeric sequences.
- Geographic map reading for PSH including streets, buildings and key landmarks for accurate response PDAS and medical emergencies.
- Telephone etiquette.
- Emergency procedures.
- Basic computer comprehension, i.e., Excel and Word.

##### **Ability to:**

- Work under stress and maintain composure.
- Follow instructions precisely.
- Establish and maintain cooperative working relationships with those contacted during work.
- Adapt quickly in a variety of situations.
- Type 40 words per minute.
- Write rapidly and legibly.
- Perform several functions simultaneously.
- Hear in the presence of significant background noise.
- Read and comprehend at the level required for successful job performance.
- Listen and translate what is heard into the appropriate action.
- Act in an emergency situation.
- Determine officers' welfare from voice inflection.
- Establish priorities and take appropriate action.
- Extract critical information from incoming calls.
- Recall a variety of situations and retain information.
- Anticipate the officers' need for assistance.
- Operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.
- Use common office equipment, i.e., fax machine, copier, etc.

#### **5. REQUIRED COMPETENCIES**

##### **Infection Control**

Applies knowledge of correct methods for controlling the spread of pathogens to job class and assignment.

##### **Fire, Life and Safety**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

**Sexual Harassment/Hostile Work Environment**

Awareness of issues to be avoided to provide a good working environment.

**SIR**

Complete documentation as required for special incidents.

**Cultural Awareness**

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

**Site Specific Competencies**

- Knowledge of radio codes and basic law enforcement codes.
- Locations of buildings, streets and landmarks of PSH.
- Perform multiple tasks related to telephone and radio.
- Understanding emergency procedures and be able to react quickly if the situation exists (Code Blues, Code 3).
- Familiar with chain of command throughout the hospital so calls can be dispersed to the proper staff.
- Be able to deal with callers in an understanding and sympathetic manner.

**Technical Proficiency (site specific)**

- Radio equipment and dispatch procedures.
- PDAS programs and equipment.
- Legacy panel.
- Conveyant equipment and procedures.
- CLETS.
- Simplex equipment and procedures.
- Computer Assisted Dispatch procedures.

**Count Desk (site specific)**

- Conduct and clear the count 5 times per day and emergency count as needed.
- Document and process medical runs, patient guesting, out-counts at the Visiting Center and Sweat Lodge, court runs, bed moves, new admits, late admits and discharged patient movements.
- Confirm the bed cards are accurate, i.e., unit, patient movement.
- Email various reports.
- Confirm the number on the front of the bed drawers are consistent with the hospital totals at the start of your shift.

**6. LICENSE OR CERTIFICATION**

POST Dispatch certification within one year of hire.

**7. TRAINING**

The employee is required to keep current with the completion of all required training.

**8. WORKING CONDITIONS**

- Report to work on time and follow procedures for reporting absences.
- Required to work any shift and schedule.
- Annual health review.
- Perform essential job functions.
- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients and the public.
- Comply with hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings and security areas throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

\_\_\_\_\_  
Communications Operator

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Communications Supervisor

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Support Lieutenant

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date